



2011 TOP TEN

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|---|--------------|---|--------------|
| 1. Consumer Debt | 5,878 | 5. Motor Vehicles/Used Auto Sales | 1,160 |
| Residential Mortgage Lending (2,840) | | As-Is Sales (673) | |
| Collection Agencies (1,132) | | Financing (309) | |
| Consumer Installment/Payday/Title Loans (533) | | Warranty (141) | |
| Credit Cards (471) | | Other (37) | |
| Credit Counseling & Debt Settlement (454) | | | |
| Banks/Financial Institutions (309) | | 6. Promotions & Schemes | 953 |
| Credit Bureaus (120) | | Sweepstakes/Foreign Lottery (228) | |
| Credit Card Protection (19) | | Counterfeit Check Scams (204) | |
| | | Work at Home Schemes (127) | |
| 2. Identity Theft | 3,207 | Nigerian/International Banking Scam (47) | |
| Credit Cards (724) | | Phishing (23) | |
| Data Breaches (495) | | Pyramids/Multi Level Marketing (12) | |
| Utilities (471) | | Other (312) | |
| Bank Fraud, New & Existing (205) | | | |
| Loans (169) | | 7. Mail Order | 944 |
| Collection Agencies (154) | | Internet Purchases & Auctions (646) | |
| Government Documents & Benefits (145) | | Catalog Ordering (235) | |
| Employment (140) | | Television/Radio (63) | |
| Criminal (12) | | | |
| Other (132) | | 8. Fraud Against Businesses | 843 |
| Information & Counseling Provided (560) | | Consulting/Services (385) | |
| | | Directories and Publications (211) | |
| 3. Construction/Home Improvement | 2,263 | Merchant Banking Equipment Leasing (167) | |
| Remodeling (789) | | Industrial/Business Supplies (80) | |
| Roofs and Gutters (380) | | | |
| Siding/Windows/Doors (212) | | 9. Motor Vehicle/Non-Warranty Repair | 737 |
| Heating/Ventilation/Air Conditioning (200) | | Collision/Body (313) | |
| Plumbing/Sewer (144) | | Engines (195) | |
| New Construction (124) | | Oil Changes/Tune Ups (106) | |
| Other (414) | | Transmissions (83) | |
| | | Brakes & Muffler (40) | |
| 4. Telecommunications | 1,903 | | |
| Cable/Satellite (455) | | 10. Utilities | 574 |
| Do Not Call (431) | | Electric (197) | |
| Wireless Service and Cellular Phones (414) | | Water/Sewer (180) | |
| Local/Phone Service & Repairs (384) | | Natural Gas/Propane (164) | |
| Internet Service Providers & DSL (159) | | Waste Removal (33) | |
| Long Distance Service (42) | | | |
| Other (18) | | | |